

# insight

ISSUE 30 SUMMER 2016

Royal United Hospitals Bath   
NHS Foundation Trust

 RoyalUnited  
HospitalBath  
 @RUHBath



# Wonderful achievements

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Haematologist  
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**Bill Aiken**  
Public Governor  
for Rest of England  
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# Welcome



**Welcome to the Summer edition of Insight – our community magazine.**

As always, there's been lots going on at the RUH in recent months, and some of this work is reflected here. On page 11 you can read about the brand new state-of-the-art scanner used for the detection and diagnosis of cancer and dementia, which is expected to be up and running at the RUH by mid-June – about the time that you will be reading this issue of insight. It will be a massive benefit not just for cancer patients, but for those affected by dementia diseases like Alzheimers.

We are also very excited about the delivery of a new Computed Tomography Simulator (CT Sim) (page 9), which provides clear and detailed imagery, allowing the most technically advanced treatment techniques to be used. The CT Sim will benefit patients who need complex radiotherapy planning, as they will no longer need to travel to Bristol to have their scans. It is also more energy efficient and the scanning process takes less time and also reduces the radiation dose, which is of course much better for the patient.

And for those of you who keep a close eye on our parking situation, we are delighted to say that construction work has begun on a new car park which will provide 300 extra spaces for our patients and visitors. This work is part of the large-scale parking improvement plans at the RUH this year. Once the project is complete we will have increased parking capacity by 30 per cent and improved our existing car parks. It is expected to be completed by the autumn. It will make visiting the hospital a much better experience for everyone, as well as easing some of the parking pressures on site and on residential roads nearby.

**James Scott**  
Chief Executive

We welcome feedback on insight, or indeed any aspect of our work. Please email any comments or suggestions to [tr-RUH.communicationteam@nhs.net](mailto:tr-RUH.communicationteam@nhs.net)



# HOW ARE **YOU**?

**Search One You** and take the free health quiz  
to see how you score.

BECAUSE THERE'S ONLY **ONE YOU**

# New car park underway

Construction work has begun on a new car park providing 300 extra spaces for our patients and visitors. This work is part of the large-scale improvement plans to improve parking at the RUH this year. Once the project is complete we will have increased parking capacity by 30 per cent and improved our existing car parks.

Director of Estates and Facilities **Howard Jones** said: "This new car park is great news for our patients and families. It will make visiting the hospital a much better experience for everyone, as well as easing some of the parking pressures on site and on residential roads nearby."

The new car park is by the main entrance to the hospital to the north of the hospital's front entrance. In May

contractors from local company MJ Church arrived to begin the groundwork. The old Pathology laboratory site has

been levelled and the area will now be laid out and landscaped. It is expected to be completed by the autumn.



Front: Steve Blower and Jessica Church from MJ Church and Howard Jones. Back: Steve Bury, Steve Boxall and Simon Lingard

## British Empire Medal for Helen

**Palliative care nurse Helen Meehan says that she is "humbled" to have received a British Empire Medal in the New Year Honours list.**

Helen has been recognised for her work supporting patients and their families at the end of their lives. She has been in nursing for 32 years, taking inspiration from her mother, who was also a nurse.

The British Empire Medal was presented to Helen by the Lord Lieutenant for Somerset Anne Maw at a ceremony in the Museum of Somerset on Somerset Day, in Taunton. When we caught up with Helen, she was preparing to attend the Royal Garden Party at Buckingham Palace.



"I feel so very honoured and humbled to have received the Order of the British Empire Medal for services to nursing and palliative care. It feels very fitting to have received the BEM during the national Dying Matters Awareness Week and in the week that we celebrated Nurses Day.

"I have always felt that supporting patients nearing the end of life and their families enables you to truly use all your skills as a nurse. To care for the dying person and their family is a privilege. As a lead nurse I feel passionately about enabling all staff to do the best that they can do, to care with compassion and to enable the patient and their family to be supported with dignity and respect.

"If we can support staff to do the best that they can do in supporting patients nearing the end of life and their families, then this in turn will enable them to provide the best possible care in all that they do. It can be challenging, but being human and treating others as we would wish to be treated, is at the heart of all that we do. People never forget how we made them feel.

"I very much hope that my role as lead nurse palliative care at the RUH will continue to bring challenges and fulfilment in supporting others to do the best that they can do. I'm working with an amazing palliative care team and with some truly inspirational staff who feel as passionate about providing the best possible care to patients and their families.

"Nursing is a privilege, an adventure and in my very soul."

Helen is a former lead nurse in Solihull and was nominated by Vanessa Wort, head nurse at Solihull Hospital and Community Services and Solihull Clinical Commissioning Group, in recognition of the 'significant' and 'lasting' impact she had made on end of life care in the borough.

# Clinical trial to combat muscle weakness launched

**A UK-wide clinical trial is set to examine whether a commonly used heart pill and a food supplement could improve the health of older people across the UK by improving their muscle strength.**

A number of our doctors are working with researchers at the University of Dundee, University of Aberdeen and Imperial College London to test whether these treatments can prevent the weakening of muscles that commonly affects older people.

Across the UK, the research team aims to recruit 450 people aged 70 and over, at the RUH we are aiming to recruit 30 people. The local RUH research team is led by RUH consultant geriatrician Dr Celia Gregson, who is also a consultant senior lecturer at the University of Bristol. Participants will be given a heart pill (perindopril) or a matching dummy tablet, and also a food supplement powder (leucine) or matching dummy powder.

All the participants will take part for one year, and the research team in Bath, with Debbie Howcroft as our clinical research nurse, will test how muscle strength, muscle size, daily function and quality of life change over the year.

Dr Celia Gregson said: "Muscle weakness, which we call sarcopenia, is really common as we get older, and I see many patients in my work as a geriatrician who are affected by this problem."

Older people with weak muscles find it much harder to get around, or to climb stairs, and are more prone to falling and injuring themselves. In the long term people with weaker muscles are more likely to need help to look after themselves. So keeping muscles working well is important in keeping older people active and independent.

Although we know exercise helps to improve muscle strength even in very old people, it's important to find new ways to keep muscles working well in older people

– and to help improve strength when muscles are weak.

That's why we are excited to be running this new trial. Previous research has suggested that both perindopril and leucine might improve muscle strength, and both these treatments have been used safely in older people for many years. It is only by doing this big trial that we will really know if these treatments are going to benefit older people.

The £1.4 million trial, named LACE, is run by Tayside Clinical Trials Unit and is funded by the National Institute for Health Research (NIHR) and the Medical Research Council. The research team is collaborating with doctors at 15 centres across the UK, and the RUH in Bath is one of these study centres. Results from the trial are expected in 2019.

If you would like more information about the study please contact Deborah.howcroft@nhs.net or telephone 01225 825797 or you can visit the study website [www.lacetrials.org.uk/home](http://www.lacetrials.org.uk/home)



*Testing the muscle strength of a patient*



Consultant Haematologists Rebecca Frewin and Sarah Wexler, flanking Maz Campbell and Nona Baker from MPN Voice, and Jo Stokes and Theresa Peters, Haematology Clinical Nurse Specialists

*It's been so successful that we wanted to share our good news with this patient group.*

# Listening to our patients

**Much of our forward thinking at the RUH reflects feedback we receive over the years from our patients, staff and public; a number of improvements we've made to services, or priorities that we've identified mirror this.**

For example, our MPN patients (MPN stands for Myeloproliferative Neoplasms, also known as disorders, which are chronic diseases affecting the levels of blood cells in the body), regularly came to clinic in our extremely busy Haematology Department, where they wait a long time to be seen for a blood test, often to be told that their condition is stable and that their medication remains the same.

*This innovative idea has worked really well in practice, and has freed-up clinic spaces.*

We needed to find a more efficient way of accommodating this particular patient group, so we approached 80 of them to talk about the possibility of a nurse/pharmacist led service, which would mean that they would not have to come into the hospital for a blood test, but could have it in the community instead.

Then at an allotted date they then receive a phone call from the hospital team with the results.

The service is run by haematology Clinical Nurse Specialists and Pharmacist with support from Haematologists.

Consultant Haematologist Sarah Wexler said: "This innovative idea has worked really well in practice, and has freed-up clinic spaces to allow us to accommodate new patients.

"It's been so successful that we wanted to share our good news with this patient group, but also to update them on advances in practice, to hear about their experiences and how we can continue to respond to their needs.

"So we approached MPN Voice, which is a UK based charity whose mission is to offer information and emotional support to patients with MPNs and their families, about the possibility of hosting a patient forum at the RUH. As a result, we were very proud and delighted to welcome 75 patients and their carers to an MPN forum here, the first of its kind in the West Country.

"It was a very successful day. We recognise the importance of offering this experience to patients and hope we can encourage our patients to use MPN Voice as well as develop a local support group from this meeting."

# Have your say on plans to move the Sexual Health Clinic

We're planning to relocate our Sexual Health Clinic, including clinicians and support staff, to the Riverside Health Centre in Bath, later in the year. In its new home, the Clinic will sit alongside Sirona's Contraception and Sexual Health Service (CaSH), making it easier for patients to access both services.

Only the location of our clinic will change, patients will still be seen and treated by the same team, providing the same high standards of care in a welcoming and confidential setting.

We are keen to know what you think about the plan to relocate and what it would mean for you. Please share your thoughts including any benefits, concerns or anything you think we need to consider. You can:

- Complete an online survey [www.surveymonkey.co.uk/r/clinicrelocation](http://www.surveymonkey.co.uk/r/clinicrelocation)
- Complete a paper survey – copies available at the Sexual Health Clinic or visit or contact PALS 01225 825656
- Email your comments to [ruh-tr.haveyoursay@nhs.net](mailto:ruh-tr.haveyoursay@nhs.net)
- Write to us at Sexual Health Clinic Relocation, PALS, Royal United Hospitals Bath NHS Foundation Trust, Combe Park, Bath, BA1 3NG.

**We're gathering feedback until 27th June 2016 to help us ensure that we continue to provide the best service for current and future users. More information is available on our website: [www.ruh.nhs.uk/about/service\\_relocations/](http://www.ruh.nhs.uk/about/service_relocations/)**



*Jane Davies, Senior Nurse Quality Improvement and Maggie Depledge, Dementia Co-ordinator with a mountain of twiddlemuffs.*

## Twiddlemuffs – a huge “thank you”

In the Winter edition of Insight we asked for volunteers to knit twiddlemuffs. Twiddlemuffs are soft knitted muffs that are specially designed to keep anxious hands occupied – they are perfect for some of our patients who have dementia. Since this plea we have been inundated with your fabulous creations which are making a real difference to our patients, so thank you! We have now received so many that we have enough 'in stock' for the foreseeable future, we will let you know when we need our stocks replenishing again.



*Friends of the RUH  
Anne Dawson*



We are in an exciting period of change as we anticipate the introduction of Wiltshire Health & Care (WH&C) from July this year; a new partnership focused solely on delivering improved community services in Wiltshire.

**Back in December we told you about a successful bid for a new contract to run Adult Community Services in Wiltshire, which involved setting up a new partnership, with Great Western Hospitals NHS Foundation Trust and Salisbury NHS Foundation Trust, called Wiltshire Health & Care.**

WH&C will be responsible for delivering a wide range of services in Wiltshire including core community teams, such as community nurses and therapists, specialist nurses and therapists supporting people with long term conditions, community inpatient beds and minor injury units. There will be continuity of care for patients, if they are already accessing a service, they will continue to be cared for by the same team.

The finer details of a five year contract are being negotiated with the Clinical Commissioning Group (CCG), and work is underway to ensure a smooth changeover of service delivery from July 2016. The changes and improvements will be planned and implemented carefully, and there will be engagement events and communication with as many people as possible; GP practices,

public and patients, partner organisations and staff will be provided with regular updates and opportunities to meet and ask questions and to get involved.

Deputy Chief Operating Officer **Clare O'Farrell**, who has been leading on this agenda, tells us: "Naturally there will be questions about the new partnership and people will be keen to know what they can expect in the first year.

"The new WH&C partnership provides a very exciting opportunity to work with the people of Wiltshire to develop services and increase the connection

between hospital and community based care. During the bid, and working closely with the CCG, we have developed a number of service improvement priorities that will be the focus of attention in the first

few years of the contract, these include higher intensity care at home, development of community services at community hospitals and increasing support at home for patients following a stroke."

*There will be continuity of care for patients, if they are already accessing a service, they will continue to be cared for by the same team.*

*The vision for Wiltshire Health & Care is to enable people to live independent and fulfilling lives for as long as possible.*

The vision for Wiltshire Health & Care is to enable people to live independent and fulfilling lives for as long as possible, and priorities to achieve this will be identified for each year. Our first annual plan will be developed in consultation with our partners, patients, carers and the public over the coming months; early priorities will include:

- Increased focus on health promotion and self-management
- Increasing the intensity of care that can be offered outside of hospital settings
- Increasing the number of patients who after suffering a stroke, are discharged earlier from hospital and supporting their therapy and rehabilitation closer to, or at home
- Closer working with primary care
- Greater alignment of specialists with local teams
- Increased productivity in our services releasing more time to care
- Increasing the use and scope of technology.

# Thanks & thoughts

## NHS Choices

"I would just like to register my thanks to all the health care staff that helped my wife and I during the course of last week, after I had a nasty fall from a ladder at work. We needed to call 999 on three separate occasions during the course of that week, due to my injuries. Each call was dealt with very efficiently and all the health care professionals that helped us, we're very professional and caring... The A&E staff at the RUH were also superb. On my first visit the doctor in Majors was lovely. On my second visit, the nurse who looked after us was also lovely. The doctor was a very softly spoken compassionate doctor. I am now recovering well from my injuries. Many, many thanks to all those who cared for me and names I remembered. Apologies to those that I did not thank, due to my condition."

NHS Choices [www.nhs.uk](http://www.nhs.uk)

## Your letters

"I would be grateful if you could pass on a big thank you to all the staff involved in the excellent care my husband received last week. All the staff were brilliant and professional – from the receptionist, the 'tag team', the doctors and even the kind Friends of the RUH volunteer who gave us a cup of tea and biscuit... everyone played a part in helping my husband recover enough to come home and we are extremely grateful."

"I was recently a patient in A&E. The understanding and professionalism from all the staff was exceptional. I was treated with respect and kindly looked after. Please pass on to all the staff my thanks for the care they showed to me and my daughter while I was there."

"I just wanted to say thank you to everyone

who helped me during a difficult time: everyone from the paramedics to A&E staff, porters, Neonatal care and Charlotte ward were incredibly busy but still offered great care."

## Facebook review

"We have for the last four months been in and out of RUH with my father in law. We experienced fantastic caring staff on respiratory ward especially Phoebe. Then on to Chesleden and lastly the acute stroke unit where Dr Richard Dixon and his team were always there to advise and support us right up to the end. A special mention to Dee Scruton one of the dementia coordinators who followed us through from start to finish with such a personal touch. We can't thank all the staff involved enough. You are all doing an amazing job and we respect you for it. Thanks again."

## Thanking our Nurses and Midwives

**On 12 May, the anniversary of Florence Nightingale's birth we celebrated our Nurses and Midwives as part of International Nurses' Day. Here are a few of the wonderful thank you messages that you sent us.**

"Happy International Nurses Day to all the wonderful nurses @RUHBath, I'm proud to have you as my colleagues."

"I would like to say thank you to all the nurses on the children's ward who helped look after my daughter who was in for 12 days in March"

"Huge thanks to all the nurses in the RUH breast/cancer and

stroke units. You've been brilliant for my family this year."

"Thank you to all nurses. Where would we be without these dedicated nurses."

"When I woke up in the recovery room 23/10/13 I was served the best tasting cup of tea in my life. I'd like to thank all the staff for that."

"Thank you for all the amazing staff on the children's ward nursing and non-nursing. My 15 year old daughter Ellie spent 14 days on the ward. The staff not only treated her with medicine but also with love and compassion. Each one of them is a credit to the RUH and the NHS."

"Thank you to ALL the wonderful staff at the RUH, but especially to the teams working on the Children's ward and the NICU. A special 'thank you' to Christine who works in the NICU who cared for our daughter in 2013. You are all wonderful any our thanks will never ever be enough."



Director of Nursing and Midwifery Helen Blanchard (centre) with her nursing colleagues

**We're very grateful for the feedback we receive from patients about their experience of the RUH. Many of our patients write thank you letters, but increasingly patients are turning to Facebook and Twitter to tell us how we're doing.**



[www.twitter.com/RUHBath](http://www.twitter.com/RUHBath)



[www.facebook.com/RoyalUnitedHospitalBath](http://www.facebook.com/RoyalUnitedHospitalBath)

**You can also leave feedback on the NHS Choices website. Visit [www.nhs.uk](http://www.nhs.uk) and search for Royal United Hospital Bath.**



# New CT Simulator for Radiotherapy Department

Thanks to a £790k project, patients who need complex radiotherapy planning will no longer need to travel to Bristol to have their scans. The Radiotherapy department is eagerly anticipating the arrival of a new Computed Tomography Simulator (CT Sim) in their department which will greatly enhance the service provided to patients. CT simulation is a process used to determine the exact location, shape, and size of the tumour to be treated. Images are obtained to create a virtual 3-dimensional image of the patient so that radiation treatment can specifically target cancerous tissue.

The existing CT Sim is over ten years' old. Technology has moved on significantly since its installation and the new CT Sim will be able to provide much clearer and detailed imagery, thereby allowing the most technically advanced treatment techniques to be used.

At present hundreds of patients who need a CT for the most complex radiotherapy planning have to go to the Oncology Centre in Bristol to acquire their images. Once the new CT Sim is installed at the RUH they will be able to have their scans here.

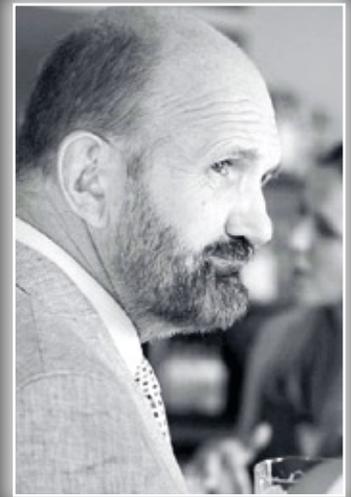
Sue MacGregor, the Radiotherapy Service Manager said: "The new CT Sim is more energy efficient and the scanning process takes less time and also reduces the



radiation dose, which is of course much better for the patient."

As part of a £790k project, the new CT Sim will be located in a newly refurbished, dedicated area, which is close to the treatment machines. Once the new Dyson Cancer Centre is built, it will be moved into there.

As you can see from the photographs, the CT Sim has been delivered and is in the process of being installed. We currently expect the Sim to be operational by the end of May. Tim Hobbs, Head of the Forever Friends team said: "We are delighted to have been able to assist the Radiotherapy Department with this important new piece of equipment. There is no mistaking the excitement and the passion of the RUH Radiotherapists who know that they will now be able to provide a much improved service for their patients - our sincere thanks go to all our donors who have helped make this happen!"



We were very sad to learn of the death earlier this year, of Orthotist **Colin Etheridge** who worked in our Therapies Department.

Colin worked at the RUH for over 10 years, both in the Adult and Paediatric departments. He joined us in 2005 as a full time employee, subsequently reducing his hours to one day a week due to failing health - although he was reluctant to retire completely as he enjoyed his work so much. He was also well known on the wards, using his expertise and knowledge to treat and advise - always with a smile.

Last year, Colin and his wife Hilary had spent a few lovely weeks in New York, getting to know their new granddaughter. Unfortunately, whilst Colin was still in America, he was taken ill and underwent emergency heart surgery at the Mount Sinai hospital.

After a courageous battle lasting over three months, both in New York and Oxford, Colin appeared to be recovering slowly. However, on Sunday 10th January at the John Radcliffe Hospital, Colin sadly lost his fight.

Our thoughts are with his family.

# Cough Reflex Testing

**We have introduced Cough Reflex Testing at the RUH to benefit patients with swallowing issues. This is an innovative new test that is already widely used in Australia, New Zealand and Japan, but is not yet in widespread use in the UK, and the RUH is only the third hospital in the UK to implement it as part of swallowing assessment.**

This simple bedside test uses a benign stimulus (citric acid), which is dispersed briefly through a nebuliser and should immediately trigger a cough. Cough Reflex Testing gives Speech and Language Therapists (SLTs) a quick and objective test to identify whether a patient has a functioning cough response.

The test was implemented following a study by two of our Speech and Language Therapists (SLTs) Jo Lamb and Claire Young (pictured right) on the impact that the Cough Reflex Test had on patients, and the feedback was extremely positive. It has given the SLTs even greater confidence when advising on food and drink recommendations for patients who have trouble swallowing.

Speech and Language Therapist Claire Young explains: "When food, drinks or medicines goes down the wrong way, they enter the trachea rather than the oesophagus. This is known as aspiration. When they touch the vocal cords; the cough reflex should respond by triggering a cough. Someone with a normal, functioning cough reflex will cough strongly and expel material safely away from the airway, thereby preventing the object from passing further down the trachea and into the lungs. However, when people are unwell with neurological or other medical conditions, they often have an impaired or absent cough reflex. No cough is triggered when food or drink is aspirated, so food or fluids can pass silently into the lungs without any



obvious external signs. This often leads to chest infections or pneumonia.

"In standard bedside swallowing assessments, speech and language therapists cannot be sure that the cough reflex is working effectively, therefore we often introduce food and drink gradually, or patients remain nil-by-mouth until further tests have been carried out. With the cough reflex test, we can immediately and objectively establish if the patient has a good cough. If they do, they can usually start eating and drinking again immediately, with much greater confidence for all concerned. If they don't, they can quickly be referred for

further tests."

Jo and Claire are very excited that this new innovative test has been implemented as part of the swallowing assessments they carry out: Jo adds: "Ever since we learnt about Cough Reflex Testing nearly three years ago, we knew it would be a real step forwards, both for us as speech and language therapists and for our patients with swallowing issues. We cannot wait to see the positive impact this will have; if people can eat and drink safely in hospital, we really hope it will improve their stay here and reduce the length of time they are in hospital."

## Somerset Together

We are currently working with colleagues in Somerset to take forward the Somerset Together Programme which is designed to change the current commissioning model. Service providers such as the RUH are currently paid to deliver services based on the number of people seen and the number of treatments or

interventions delivered. Somerset Together will see providers commissioned together to deliver services against a set of specific outcomes co-developed with the local population. By moving to an outcomes-based commissioning approach, service providers will be rewarded for delivering outcomes which will

be measured by the results for patients and carers. For example, the outcomes of a hip replacement would include improved mobility and independence for the patient and a better quality of life after the operation. This new approach means that our patients will experience more joined-up and person-centred healthcare.

# New PET- CT cancer scanner up and running by June

A brand new state-of-the-art scanner used for the detection and diagnosis of cancer and dementia is expected to be up and running at the RUH by mid-June. The new scanner has been made possible by the fundraising efforts of the Bath Cancer Unit Support Group (BCUSG). The charity has raised the £1.2million required to purchase this vital and life-saving piece of advanced diagnostic equipment. A further £1.4million is being invested by the RUH to cover the costs of installation.

A PET-CT scanner works by combining two scanning techniques – Positron Emission Tomography and Computerised Tomography – to provide strikingly detailed and precise images of cancer cells in the body. It gives clinicians a much clearer picture of the spread of a cancer, how it is responding to treatment, and whether any cancerous cells remain following a course of treatment. The RUH was identified as one of six new sites for PET-CT scanning in 2015 as part of a commitment by NHS England to increase patient access to the vital service.

The BCUSG was congratulated at a ceremony in May where a giant cheque was presented by the Mayor of Bath, Cllr William Sandry to RUH Chairman Brian Stables (top right).

Brian Stables said: "This PET-CT scanner is a wonderful piece of equipment. It will be a massive benefit, not just for cancer patients but for those affected by dementia diseases like Alzheimer's. Thanks to you, I'm



delighted that we are now the first hospital in the South West to have such a purpose-built fixed scanner, which will be in place next month. It is a wonderful achievement and I thank each and every one of you for your contribution."

Samantha Coles, from Trowbridge, did a tandem skydive in memory of her grandmother who died from cancer in 2011 and raised £1,000.

She said: "We wanted to give something back to such a deserving charity so our mum, dad, sister and close friends have supported us with raising money for our skydive."

Glenn Sharp, 70, also from Trowbridge, raised £1,000 and said: "I wanted to do something to help this fantastic cause, so when a skydive was suggested I literally jumped at the chance!"



## Sustaining and Transforming

Our Chief Executive **James Scott** recently told us that he was volunteering to take on an additional role to provide leadership to something called a Sustainability and Transformation Planning (STP) footprint. James said: "This basically means I'll be helping to co-ordinate a plan that will focus on solving those really critical problems that health and care face in BaNES, Wiltshire and Swindon. There is only so much we can do from the confines of Combe Park and Upper Borough Walls."

The planning guidance outlines a new approach to help ensure that health and care services are planned by place, rather than around individual organisations. As well as individual operational plans, health and care systems are required to work together to produce a Sustainability and Transformation Plan built around the needs of local populations.

James has been confirmed by NHS CEO Simon Stevens as a 'senior and credible leader who can command the trust and confidence of the system' to lead on the initial planning work for the Bath and North East Somerset, Swindon and Wiltshire area. During this time, James will continue with his responsibilities as CEO of the RUH.



# Election Time

*Governors act as a conduit for the Members and are an important voice.*

We are looking for enthusiastic and committed people to help us shape our future by standing for election to our Council of Governors.

Governors play an important role in the Trust. They help patients, the public and staff have a say in shaping their local health service, and they represent the interests of the more than 15,000 people who have become a Member of the RUH.

During the summer months we will begin our first election to our Council of Governors as an NHS Foundation Trust for those Governor posts whose term of office is ending on 31 October 2016.

If you are a Member of the hospital, you will automatically receive a Notice of Election sometime in July, which will mark your first opportunity to put yourself forward to stand for election. All nominations will need to be submitted to the Electoral Reform Services which marks the close of the nominations process.

You do need to be a member, but no formal qualifications are required, just enthusiasm, a willingness to ask questions, be open to ideas, and a desire to make a difference by getting involved in your local hospital. Being a Governor can be a very

rewarding experience, and Governors have the opportunity to:

- Represent the views of their constituents and shape the way our services are delivered
- Hold the Non-Executive Directors, individually and collectively, to account for the performance of the Board of Directors
- Attend events throughout the year which offer them the chance to engage with Members of their constituency and members of staff
- Fulfil statutory responsibilities such as the appointment of Non-Executive Directors and the trust Chairman.

Nick Houlton Public Governor, says "One of the most important parts of my role is speaking to my local community and representing their views to make a difference to our healthcare services. As Governors, we represent a specific constituency – the area where we live – we represent the views and opinions of the Members and provide a valuable resource in feeding this back into the work of the Trust to make changes to services that benefit the community. Governors act as a conduit for the

Members and are an important voice."

We have compiled an information booklet for Members who are interested in standing for election as a Governor which can be sent to you on request from our Membership Office. Or if you would like to talk to someone to find out more about the role of Governor or election process, then Roxy Poultney, our Membership and Governance Manager, would be happy to hear from you.

Roxy says: "This is our first constituency wide election since becoming an NHS Foundation Trust hospital in 2014. Our initial Governor terms are coming to an end and we have five vacancies for Public Governors and so we want lots of you competing for election; it will be better for our Members to have a wide field of candidates to choose from. Please do call me if you are interested in applying, I would be delighted to talk to you."

You can contact Roxy via our Membership Office on 01225 826288 or via email at [RUHmembership@nhs.net](mailto:RUHmembership@nhs.net), alternatively for more information please visit our website [www.ruh.nhs.uk/membership](http://www.ruh.nhs.uk/membership)



## Do we have your correct details?

Even if you do not wish to stand for election, all Members have a right to vote for their preferred candidate. Make the most of your opportunity by ensuring you vote when the time comes. Voting packs will be sent out to all Members' home addresses.

This year, for the first time, Members can receive election information electronically and vote online. It is quick, easy and if you are already a Member just email [RUHmembership@nhs.net](mailto:RUHmembership@nhs.net) to confirm the email address you would like your election information sent to.

Not already a Member? Visit <http://www.ruh.nhs.uk/membership/> to find out how you can join us.

# You Said... We Did

**We welcome your comments, compliments, concerns and complaints – through listening to your experiences we can learn and make improvements for everyone.**

Our Governors have received a lot of feedback via their Constituency meetings this year. All of the feedback is shared with the relevant staff members and teams and good practice is shared across the Trust.

We are committed to working with patients and the public to ensure that everyone is involved and engaged in the work that we do. The Governors across all constituencies receive the feedback at their quarterly Council of Governors meetings where items can be escalated to Governor working

groups for further monitoring.

We are also committed to ensuring that we respond to feedback from patients and the public and take action to improve our systems and processes, where we can, to ensure that patients and the public know that they have a say in what we do.

Here Bill Aiken, Public Governor for the Rest of England and Wales, and Jane Shaw & Phil Morris, Public Governors for South Wiltshire have shared feedback from their constituency meetings held this year and the action that the hospital has taken to respond to this feedback. We will continue to feedback via Insight magazine, and soon, on the You Said We Did section of our website.

**You said:** It would be nice to know how long the wait will be before being seen

**We did:** There is some good news here as a number of our outpatient areas now have (or are implementing) a way to let patients and visitors know how long the wait will be before being seen.

**You said:** More awareness is needed amongst staff regarding patients with gluten-free diet/coeliac needs.

**We did:** This issue has been discussed at the Trusts Nutrition and Hydration Committee and actions are being put in place to arrange awareness of dietary provisions available from the main kitchen with our nursing staff. Last year we invested an additional £150k into our patient food service, providing a wider choice to patients.

**You said:** Bring back the discharge lounge

**We did:** Rather than transfer patients to yet another location our programme of work is focused on managing the discharge arrangements so that patients are able to leave the ward with everything they need in the mornings.

**You said:** Please could you try and create space for wheelchairs in waiting rooms?

**We Did:** Thank you for your feedback, we will bear this is mind when planning waiting areas going forward. It is quite alright for patients to create space by moving chairs in waiting areas, or asking for the help of staff.

In addition to this, during our design workshops for the new Cancer Centre our patient groups have also asked us to include wheelchair spaces when designing waiting areas and we have communicated this request on to our design teams.

## Meet Your Public Governors

### City of Bath

Amanda Buss



Dominic Tristram



### North East Somerset

Helen Rogers



Nick Houlton



### Mendip

Michael Welton



Ian Bynoe



### North Wiltshire

Jan Taylor



Chris Callow



### South Wiltshire

Jane Shaw



Phil Morris



### Rest of England and Wales

Bill Aiken



# art at the heart

## 1st World War then and now 'Acts of Kindness'

This exhibition funded by Heritage Lottery: 1st World War 'Then and Now' Fund (HLF) will reflect upon the Bath War Hospital and will be an opportunity to explore the concept of compassionate community support; drawing on the experiences of those brought to recovering soldiers as well as gaining insight into how such relationships support recovery.

### Bath War Hospital Exhibition Opening!

Monday 13 June 2016  
(2.45 – 4pm) Lansdown  
foyer, RUH

The exhibition will be officially opened when a bugler plays the Last Post at 3pm. This will be followed by light refreshment generously provided by the hospital catering team and interaction from the Natural Theatre Company.



### The Bath War Hospital Centenary

13 June – 13 October  
in the Central Corridor  
Gallery, RUH

In support of the main grant from HLF, The Theatre Royal Bath Creative Fund and a number of local supporting organisations such as Bath Boules and Bath Decorative and Fine Arts Society (BDFAS) have generously given AATH funding for Artist in Residence Edwina Bridgeman to deliver a unique intergenerational project for patients.



### 3D Mixed Media Tapestry

Since January this year, Art at the Heart's Artist in Residence Edwina Bridgeman has been delivering a series of weekly Bath War Hospital themed workshops on the Children's ward and Combe ward.

The project which draws on archive material and themes such as recuperation and animals used in war, has been joined together to create four large tapestries, which will be first shown as part of the exhibition and then permanently installed elsewhere in the RUH - recording this important period in the history of the hospital for years to come.





## Business' Exhibition

on the day-to-day life at the Bath War drawing upon the comfort that this y and wellbeing.

## Talks

**Free Admission on a first come first serve basis**

**Venue: The Chapel, The Royal National Hospital for Rheumatic Diseases, Upper Borough Walls, Bath BA1 1RL**

### **Preston King, X-rays and the Bath War Hospital Q Block**

**Speaker: Francis Duck PhD MBE, Visiting Professor, Bath University Date: Wednesday 15 June 2016 (6-7.30pm)**

This talk will show how the successful diagnosis, treatment and rehabilitation of wounded soldiers at the Bath War Hospital were largely the outcome of local support and expertise. Dr Preston King, Mayor of Bath when war was declared and again in 1918, had previously introduced x-rays to the RUH with the Bath engineer John Rudge. X-rays were essential for locating bullets before surgery and in the diagnosis of gas gangrene. Q-Block housed the much-admired mechanical and electrical therapy department. It was funded by the publisher Cedric Chivers, run by masseuse Marjorie Cook, with equipment and artificial legs constructed in the Council's engineering workshop and by the voluntary Surgical Requisites Association in Gay St.

### **Bath's role in caring for wounded soldiers in WW1**

**Speaker: Andrew Swift, Bath Historian Date: Monday 11 July 2016 (6-7.30pm)**

2016 marks the 100th anniversary of the opening of the Bath War Hospital – on the site now occupied by the Royal United Hospital – which by the end of the war had over 1,300 beds. Many more soldiers were treated in the Mineral Water Hospital, while other buildings, such as Kingswood School, Newton Park and Bathampton House, were pressed into service as temporary hospitals. New spa facilities were also opened. In this talk, Andrew Swift looks at the role Bath played in the care and treatment of tens of thousands of wounded soldiers during World War One.

## 12x12 Silent Auction, Bath Artists' Studios

**8 July – 13 October in the Central Corridor**

To mark the 20th Anniversary of Bath Artists' Studios foundation, Bath Artist Studios are collaborating with Art at the Heart to locate the popular Silent Auction of 12"x12" works by BAS artists to the hospital's central corridor. All proceeds will be donated to the work of both charity organisations.



## Soundbite Summer performances

**1-1.30 Atrium and 1.45-3.30 Wards**

**3 June** - Julia Turner LMN  
**14 June** - Azhaar Saffar  
**12 July** - Hodmadodderly  
**2 August** - Marick Baxter and Tim Petherick



**The Bath Folk Festival will run from 8 -12 August at the RUH where fantastic Folk acts will be playing throughout the week, musicians to be confirmed.**

## Bath Schools Exhibition and Artsparks

**8 July – 13 October in the central corridor and Artsparks Gallery**

Art created by 6th form students from two local secondary schools, Beechen Cliff and Ralph Allen School will be displayed in both the Central and Artsparks Gallery space.

## pARTicipate Film

pARTicipate engages patients in creative activities and delivers three core programmes at the RUH - Artsparks, A Stitch in Time and Soundbite. For evaluation, Art at the Heart have put together a film to demonstrate the work of the participatory programme, which involves performances, workshops and one to one sessions at patients' bedsides. To find out more about the work we do around the RUH, visit our website [www.artatruh.org](http://www.artatruh.org) and sign up to our newsletter for our latest news!



# Baker Brothers knead you to bake a difference for the RUH



The Forever Friends Appeal is excited to announce that the popular Baking Brothers Tom and Henry Herbert from Hobbs House Bakery, have become the proud new ambassadors for their annual fundraising week: 'Ted's Big Bake Off'.

Ted's Big Bake Off which is proudly sponsored by BuroHappold Engineering, sees adults and children all across Bath, Somerset and Wiltshire pop on their aprons and get baking for the RUH. From Victoria Sponge's, fairy cakes, breads, pastries and pies there's something for everyone to enjoy... and it's a delicious way to show your support for the hundreds of thousands of local people who are cared for by the Hospital each and every year – the real icing on the cake! Now in its second dough-raising year, the official fundraising week will take place between Monday 17 and Friday 21 October 2016.

Tom and Henry are now asking all individuals and organisations across Bath, Somerset and Wiltshire to register today and pre-heat their ovens, prepare their mixing bowls and get ready to bake a difference for patients and their families this October. Whether it's holding a coffee morning, bake sale or hosting a bake off competition at work, school or with friends and family, you can choose your own recipe for success to help patients and their families at the hospital. Funds raised by your cake activities can be dedicated to support the RUH Cancer Care Campaign, which is raising a minimum of £8.5 million towards the build



of a pioneering new Cancer Centre at the hospital, or a ward or department of your choice.

Baking brothers Tom and Henry, who have enjoyed three seasons of "The Fabulous Baker Brothers" on Channel 4, global success with DiscoveryNetwork, and now have two books to their name, are fifth generation bakers who are also famed for fronting Hobbs House Bakery, their popular family run business and cooking school in Chipping Sodbury. The Hobbs House brand has now become so popular that a new Bakery has just opened in Malmesbury, and the boys couldn't be happier to support the RUH, who serve many patients from this area.

Tom Herbert, Innovations Director at Hobbs House Bakery says: "Join us, Big Ted and local baking lovers for a delicious and fun week of fundraising. It's a tremendously tasty way to raise money for the Bath Royal United Hospitals. So bake your best and we'll see you there!"

Events & Community Officer for the Appeal, Emily Lynch, says: "Tom and Henry were kind enough to support Ted's Big Bake Off last year and we are absolutely thrilled that they have agreed to come on board as official ambassadors for the event. When we

decided to launch our very first baking themed event, the brothers were our first choice for support as the Hobbs House brand has become a household name in Bath – the quality of their baking is second to none. Last year, Ted's Big Bake Off raised over £20,000 which will do so much to help transform patient care at the RUH. With Tom and Henry's help, this year we hope that we can smash this fundraising target and raise even more funds both for the RUH Cancer Care Campaign and other areas of the hospital."

Tom and Henry will also be paying a special visit to staff, visitors and patients at the Royal United Hospital on Friday 21 October to officially open the Appeal's closing activity for the fundraising week: the 'RUH Big Bake Sale'.

Whether you're an individual, business, school or community organisation, getting involved in Ted's Big Bake Off 2016 couldn't be easier. Simply visit [www.tedsbigbakeoff.com](http://www.tedsbigbakeoff.com) to register and get your oven mitts on your FREE baking pack with tips, tools and tasty ideas to really add the icing on the cake. You could even win a visit from Big Ted himself! Plus if our baking week doesn't work for you, you're more than welcome to hold your event on a date that does.

